

FIG. 1

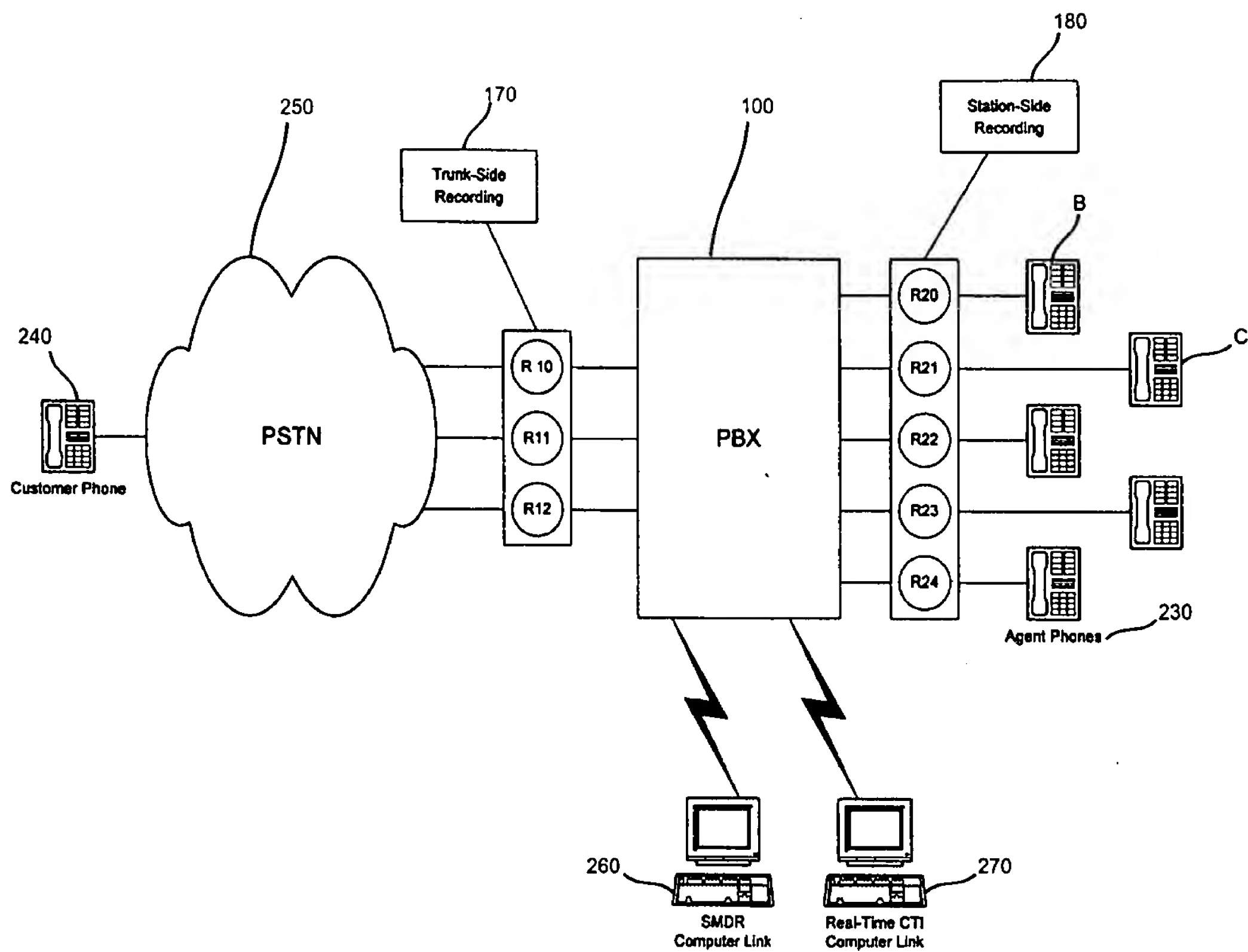


FIG. 2

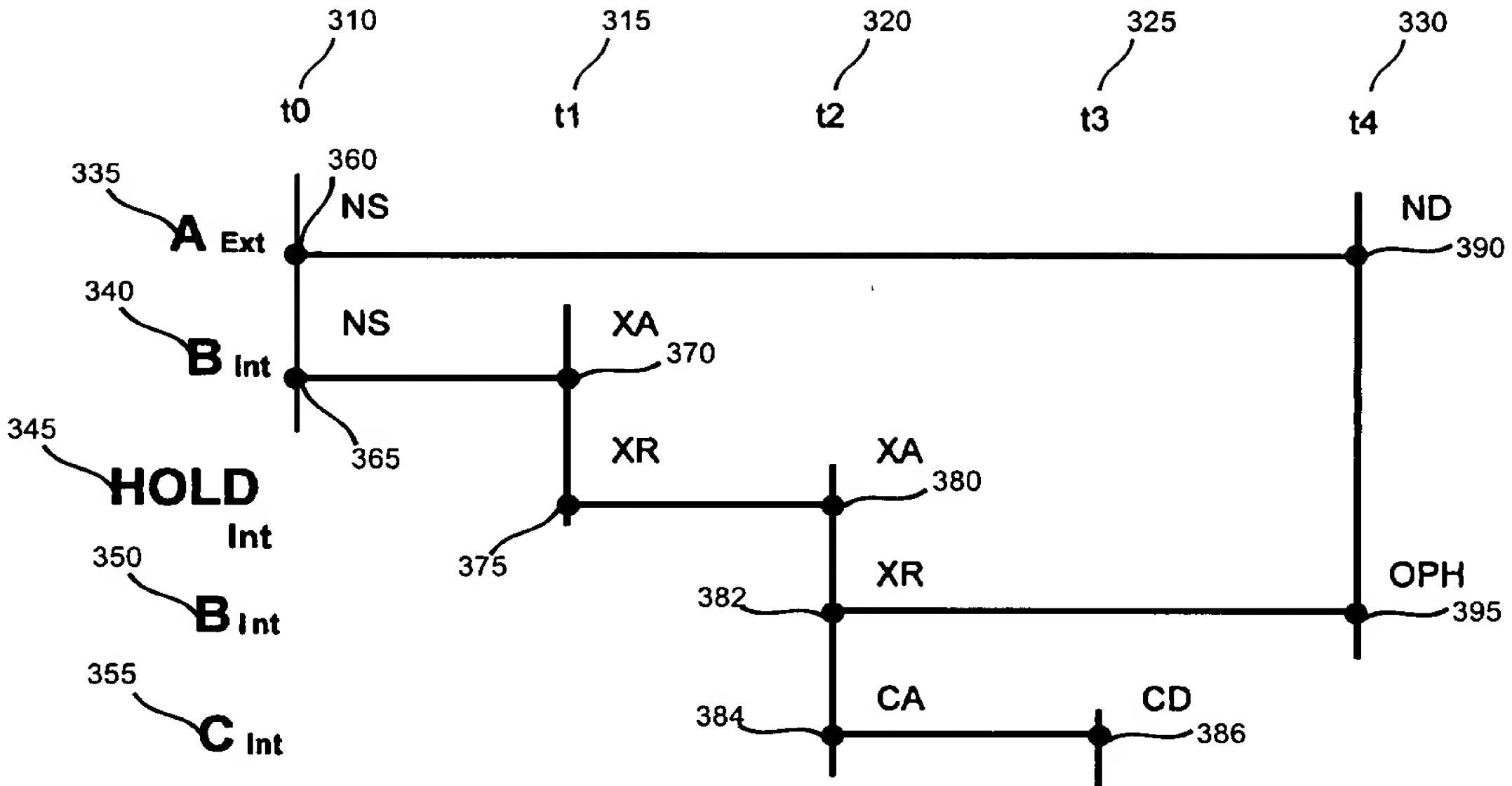


FIG. 3

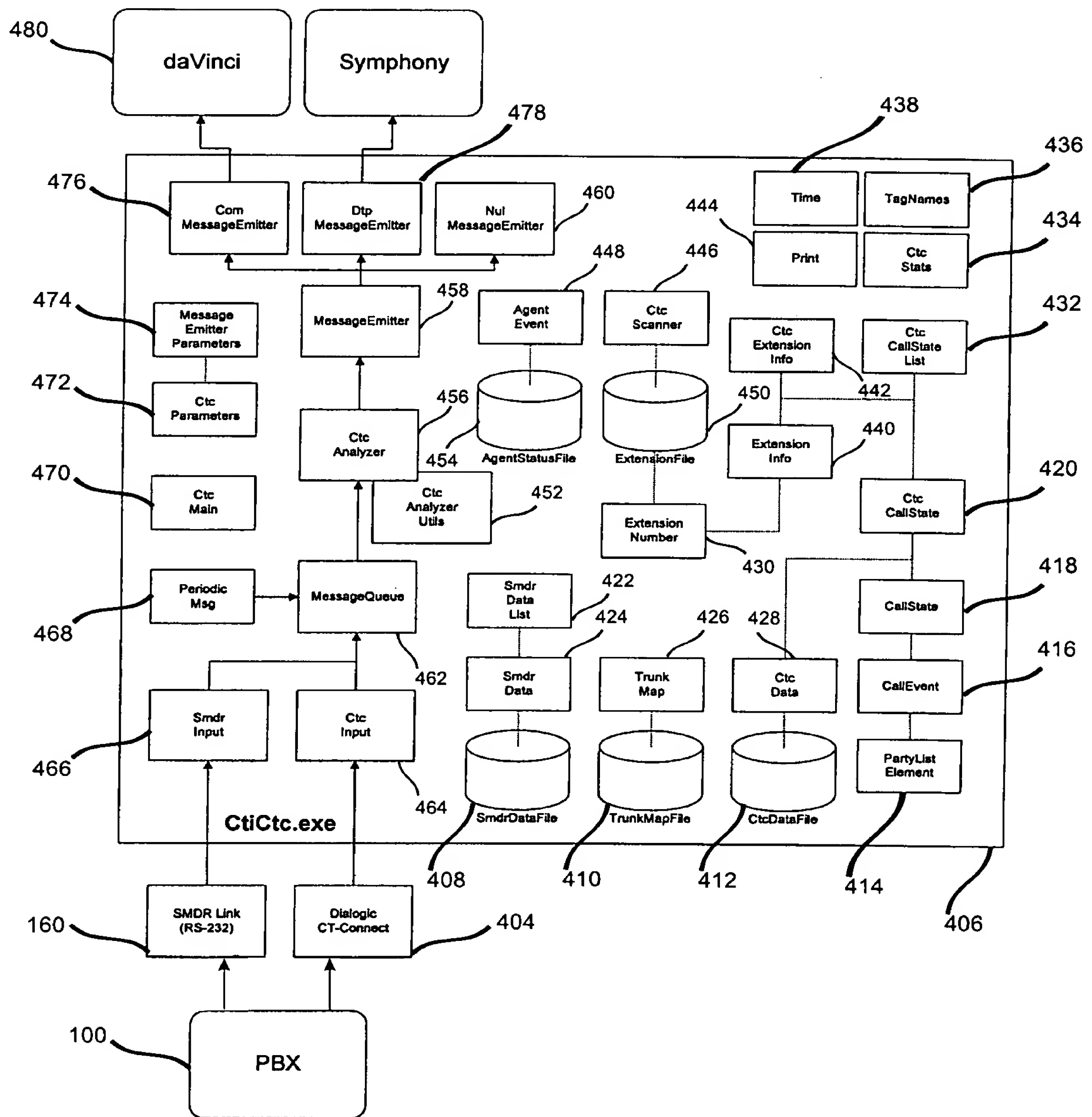


FIG. 4

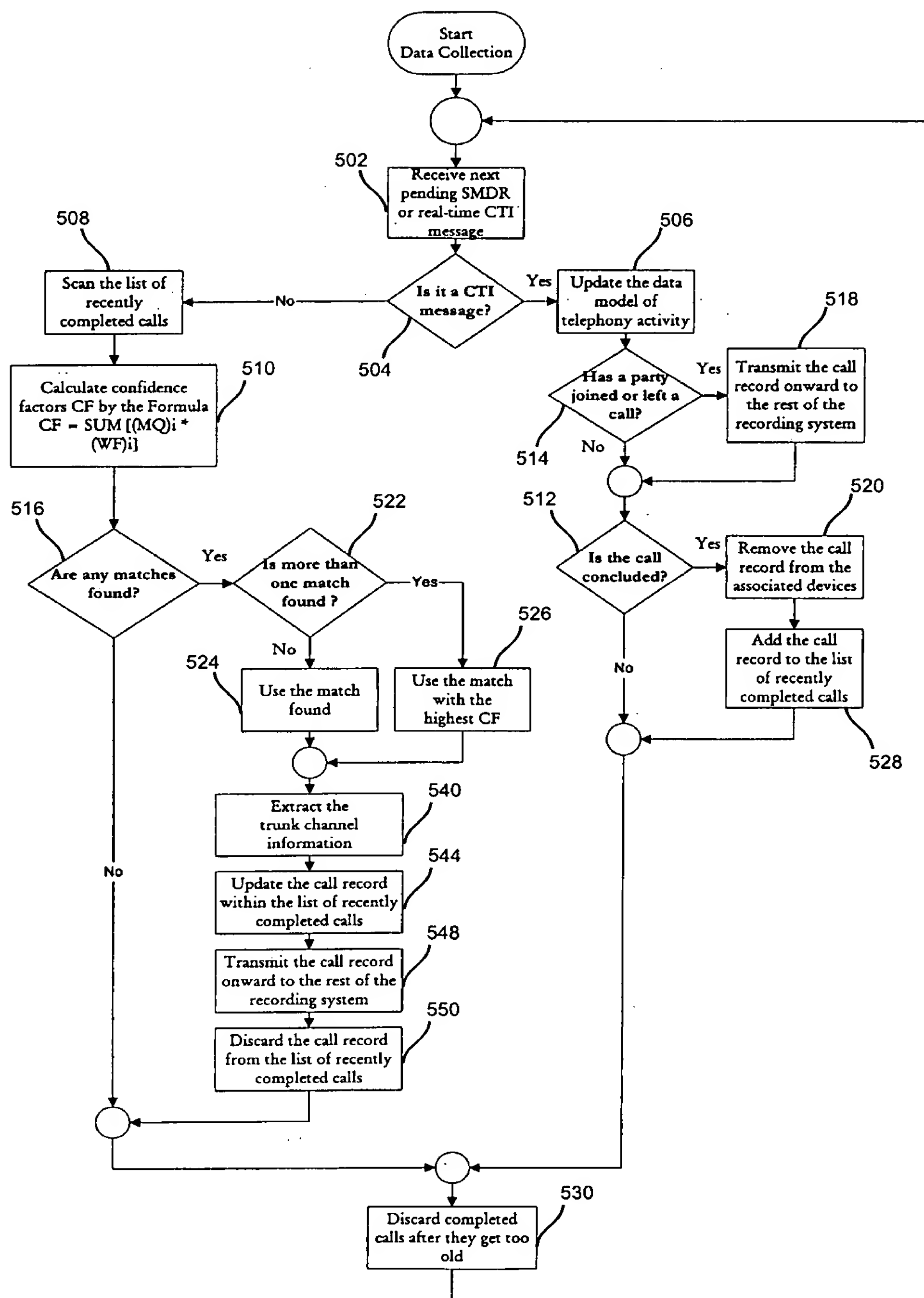


FIG. 5

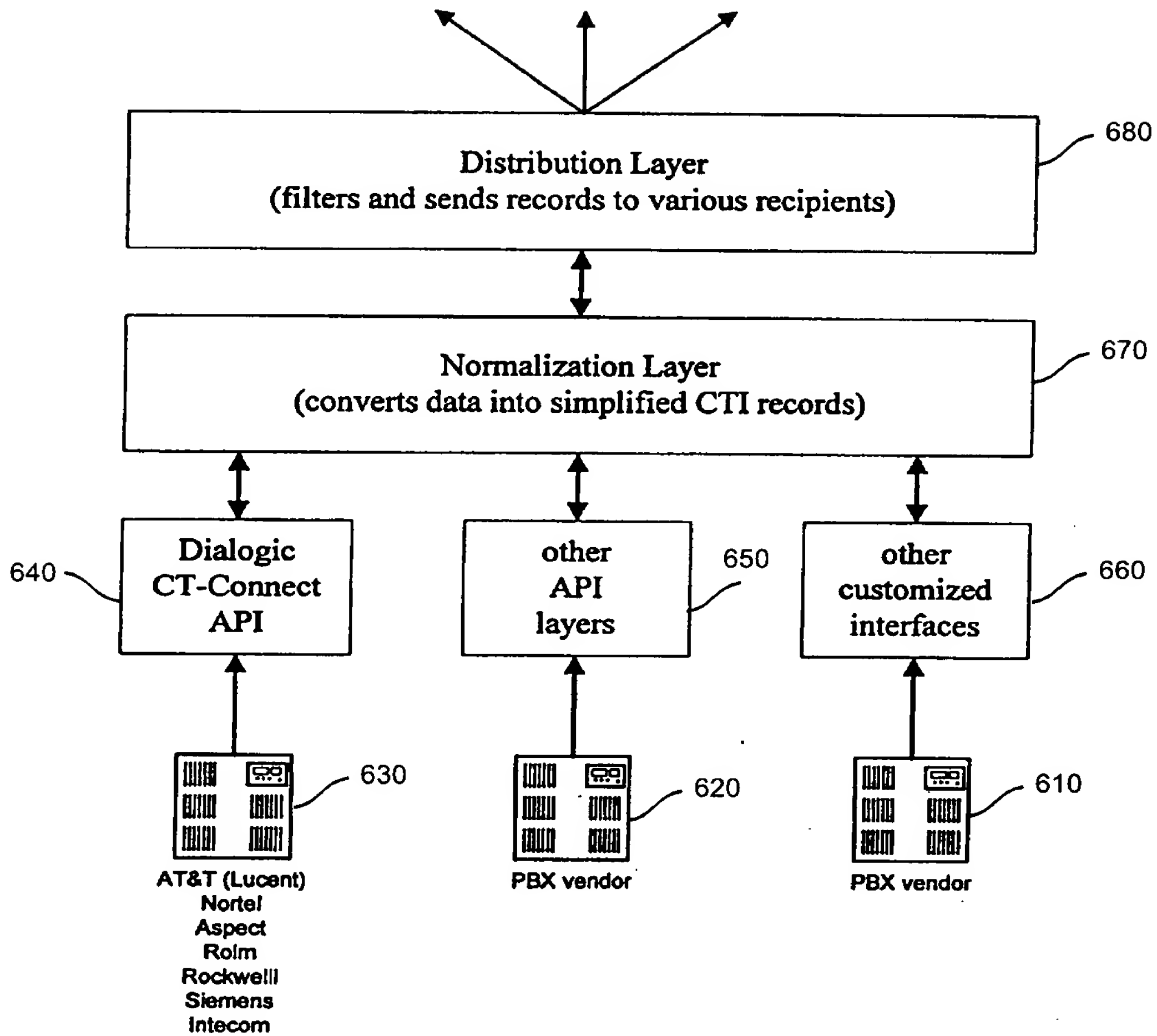


FIG. 6

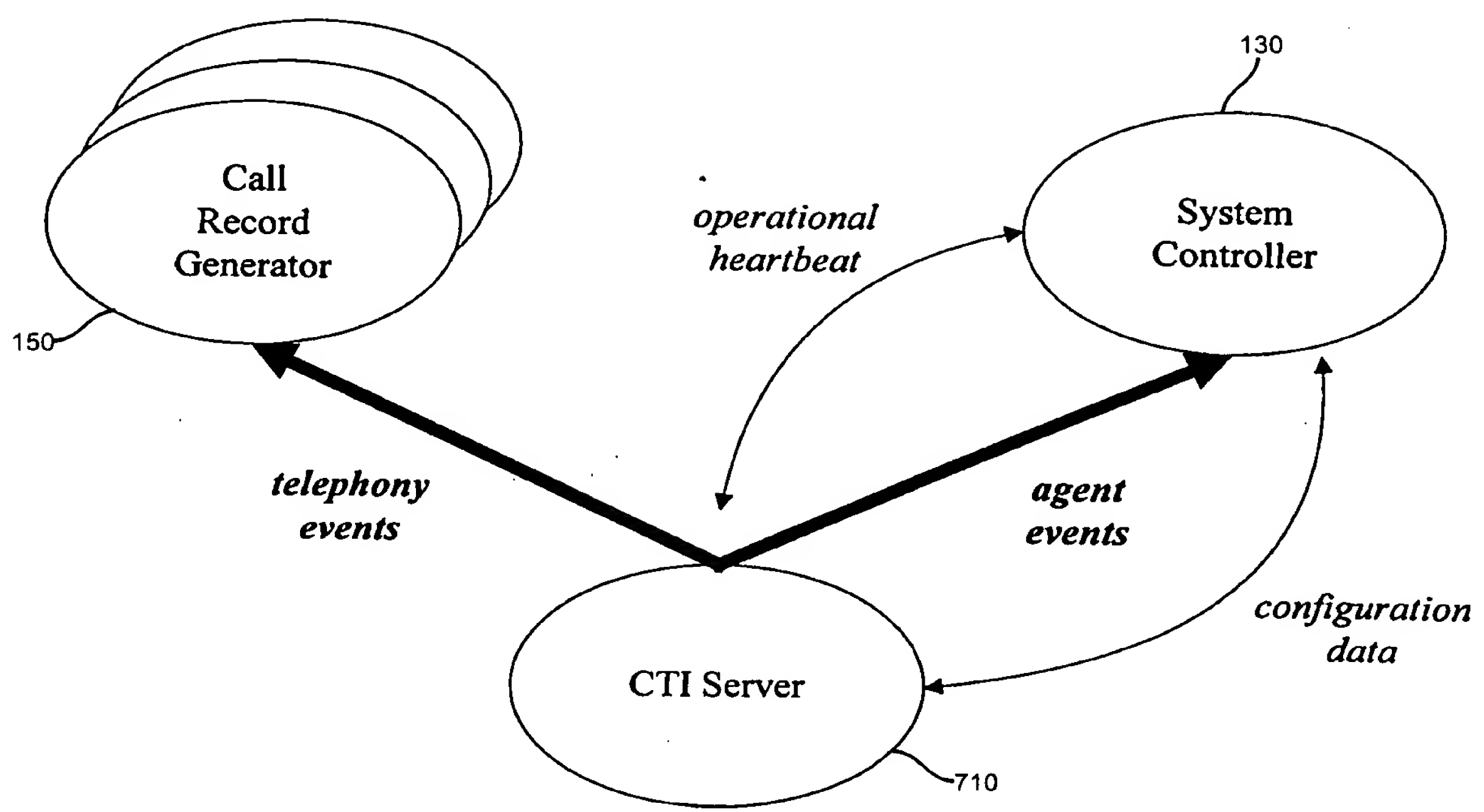


FIG. 7

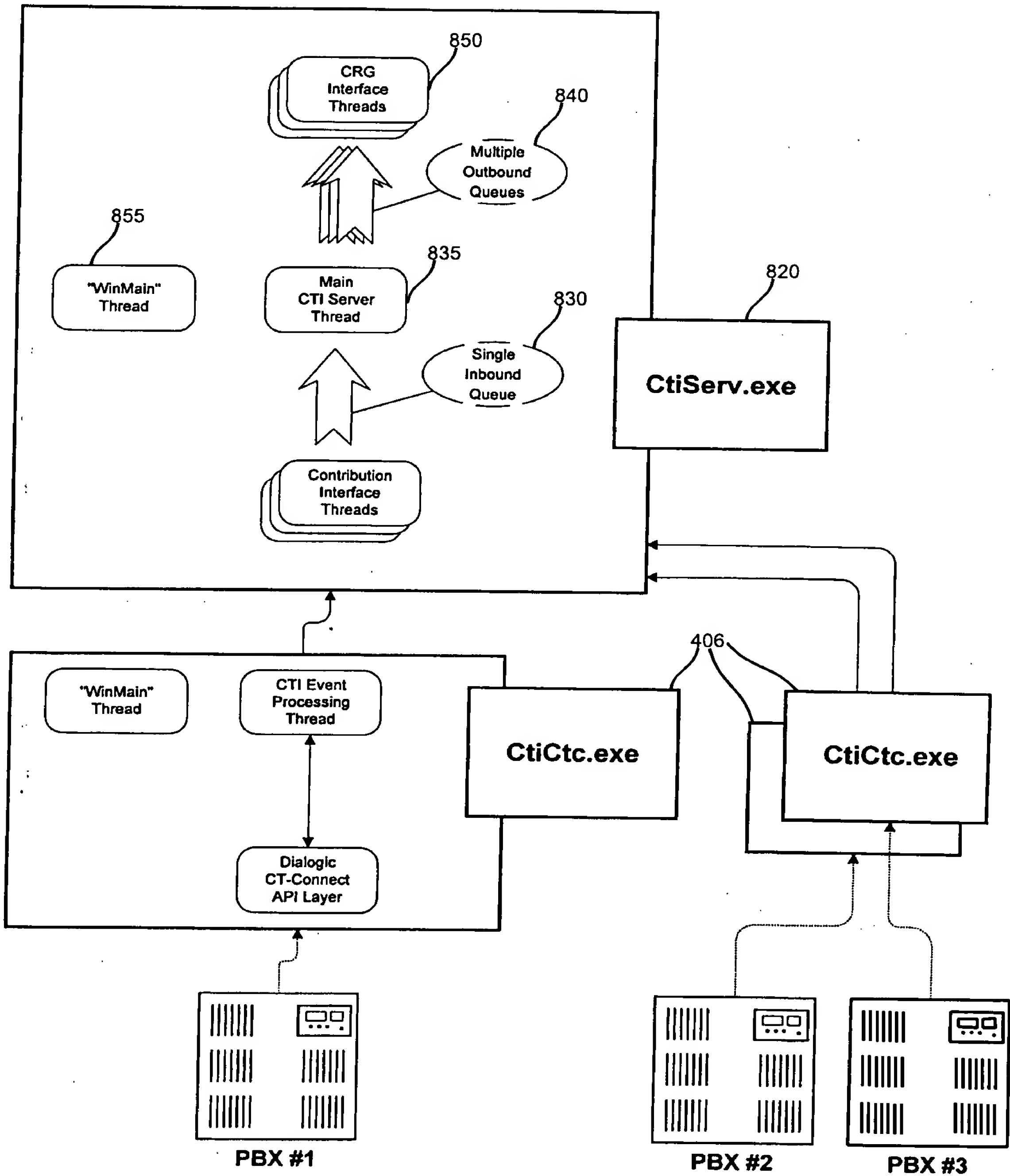


FIG. 8

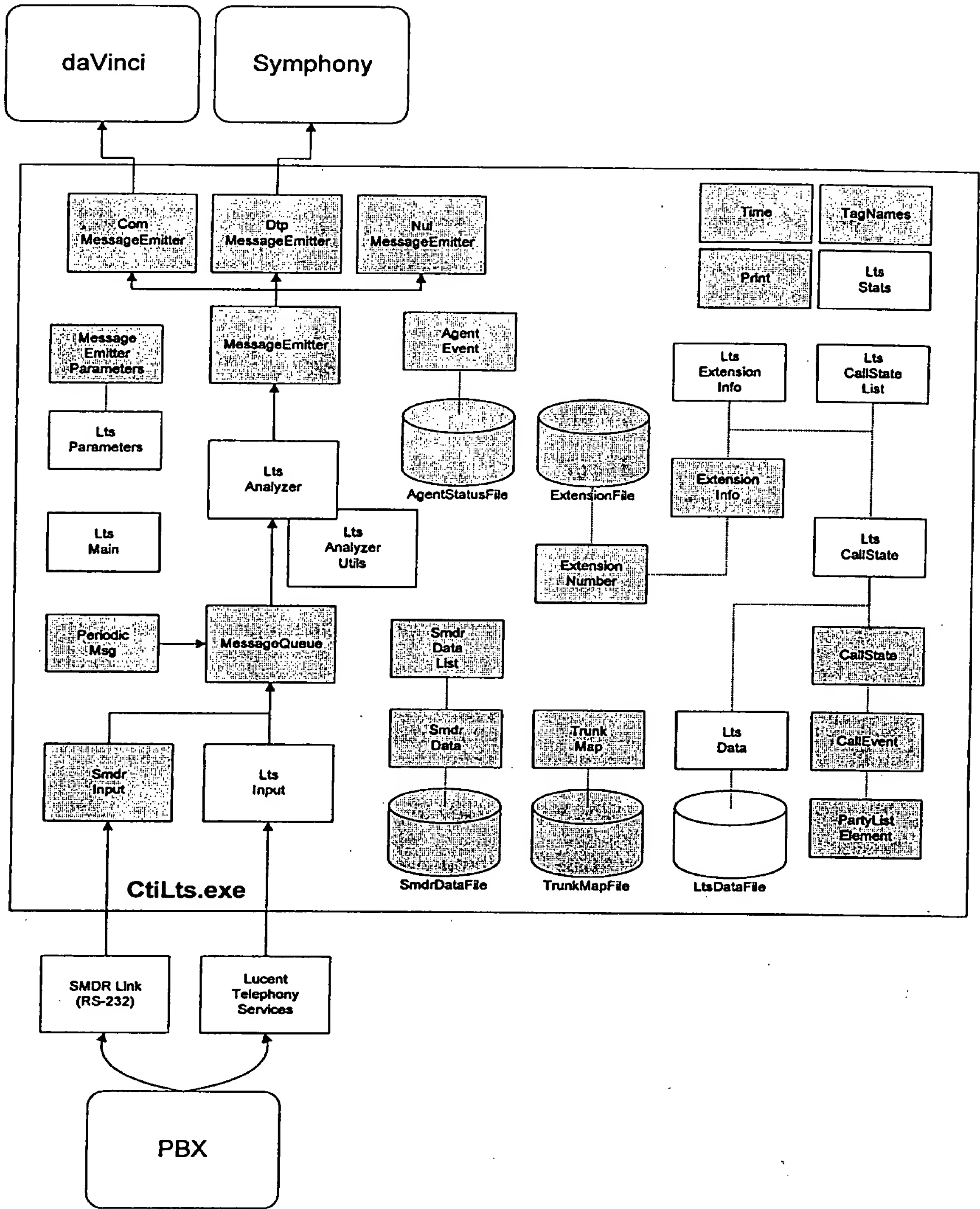


FIG. 9

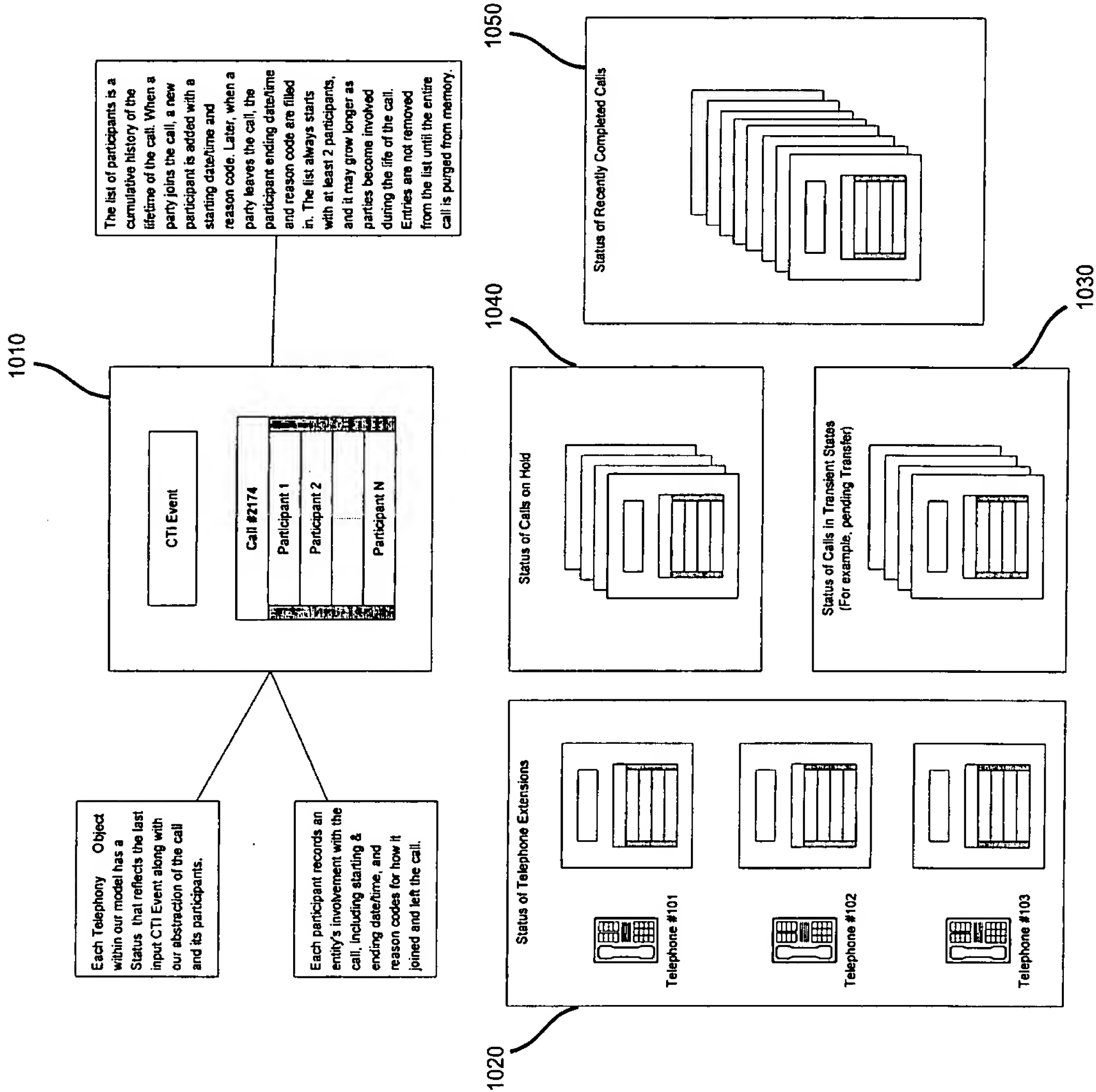


FIG. 10

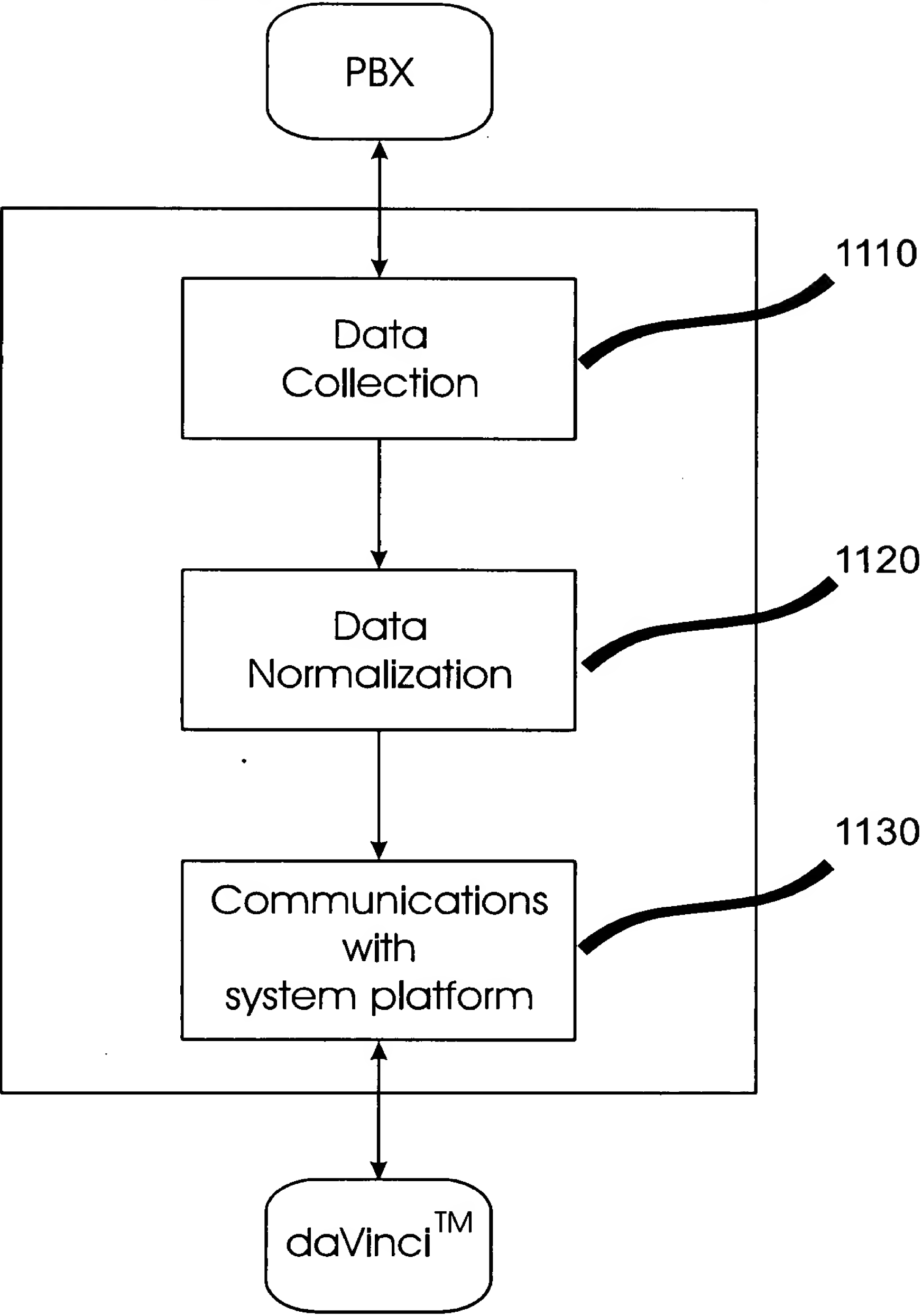


FIG. 11

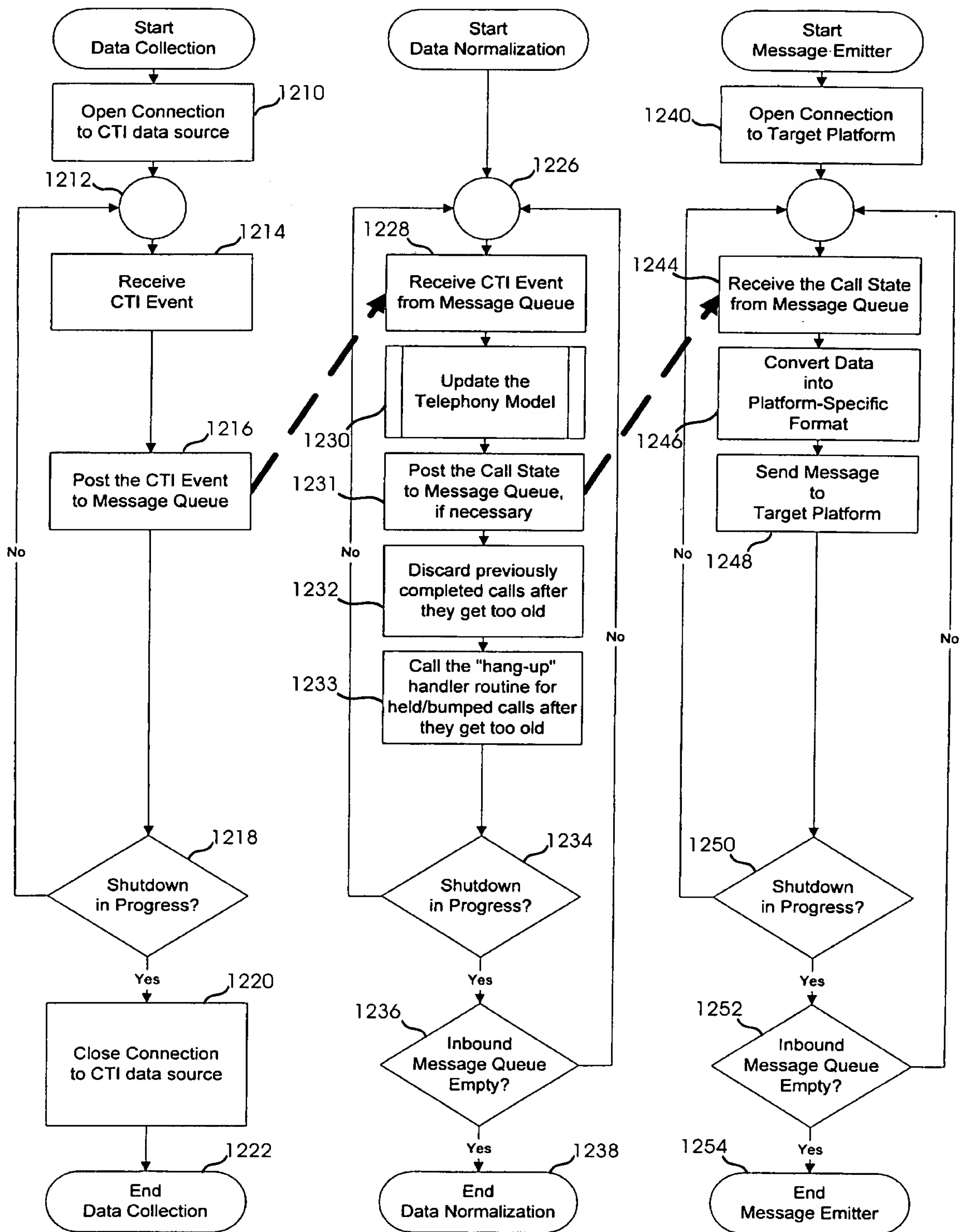


FIG. 12

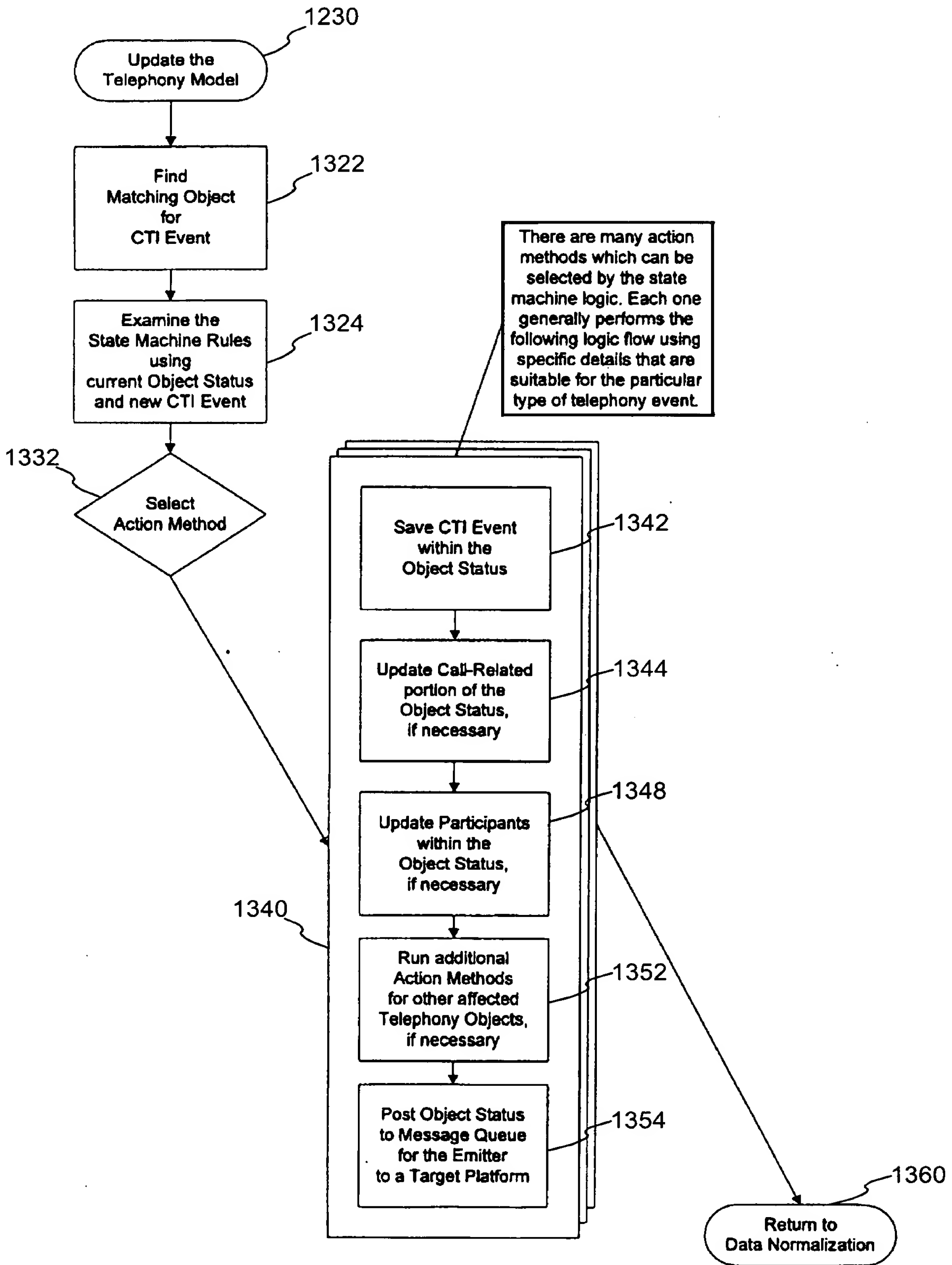


FIG. 13

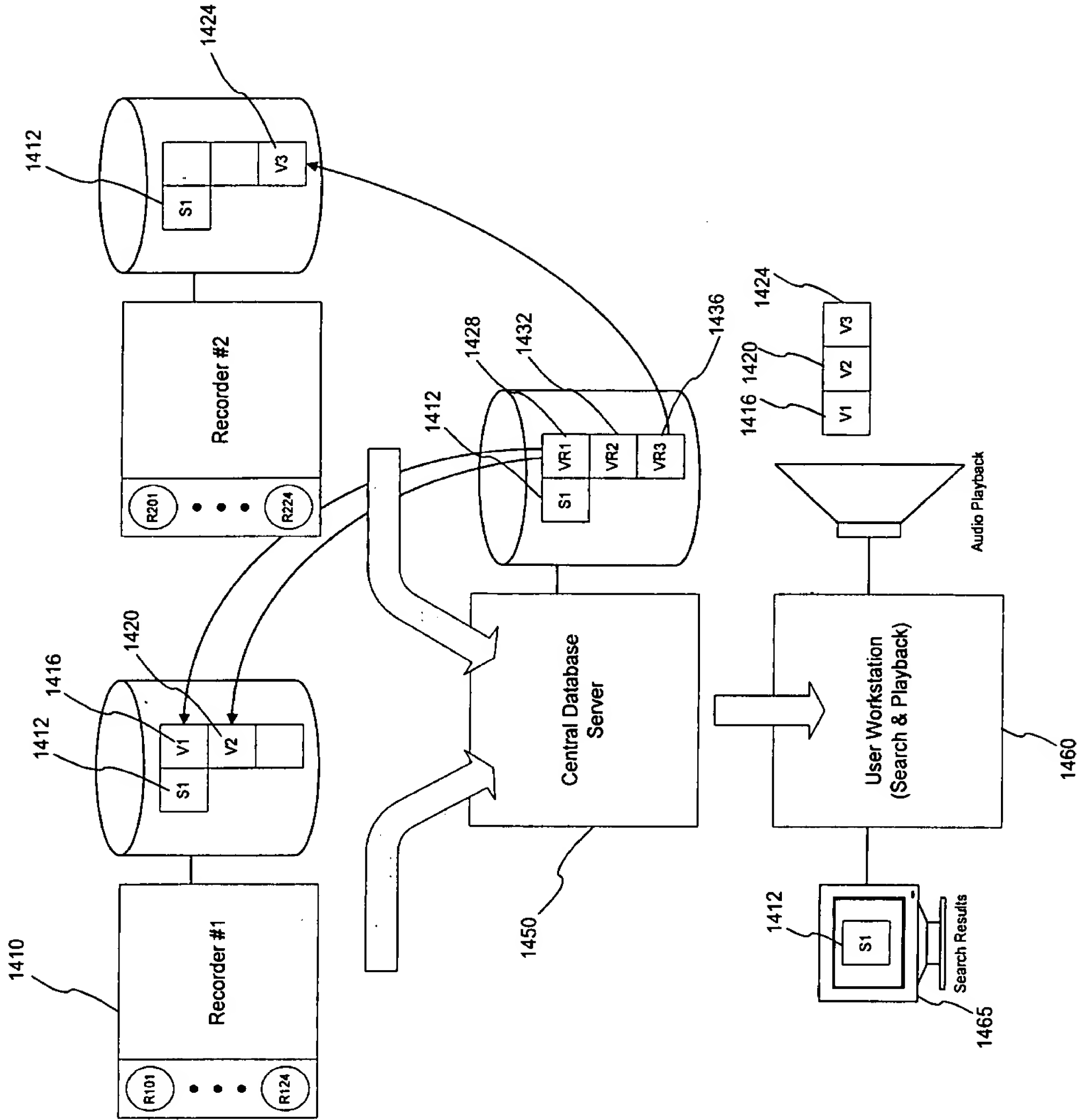
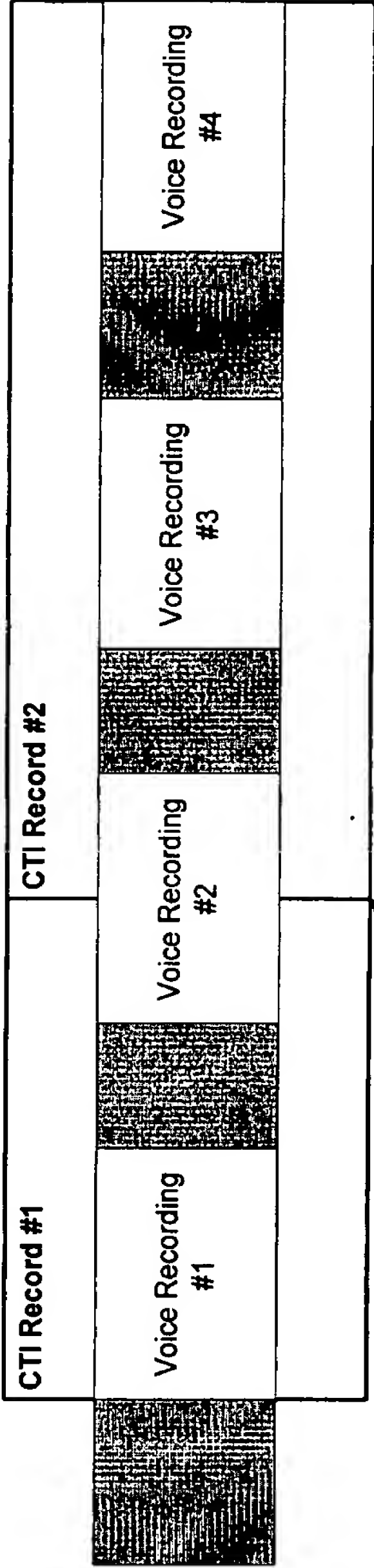
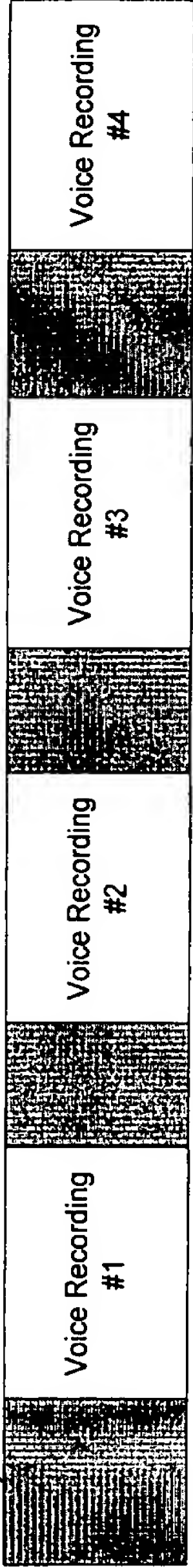


FIG. 14

Silent Periods
Marked in Gray



CTI helps to recognize
logical separation of calls
even when there is no
silence gap

CTI helps to unify
multiple voice recordings
that are part of a single
logical call

FIG. 15

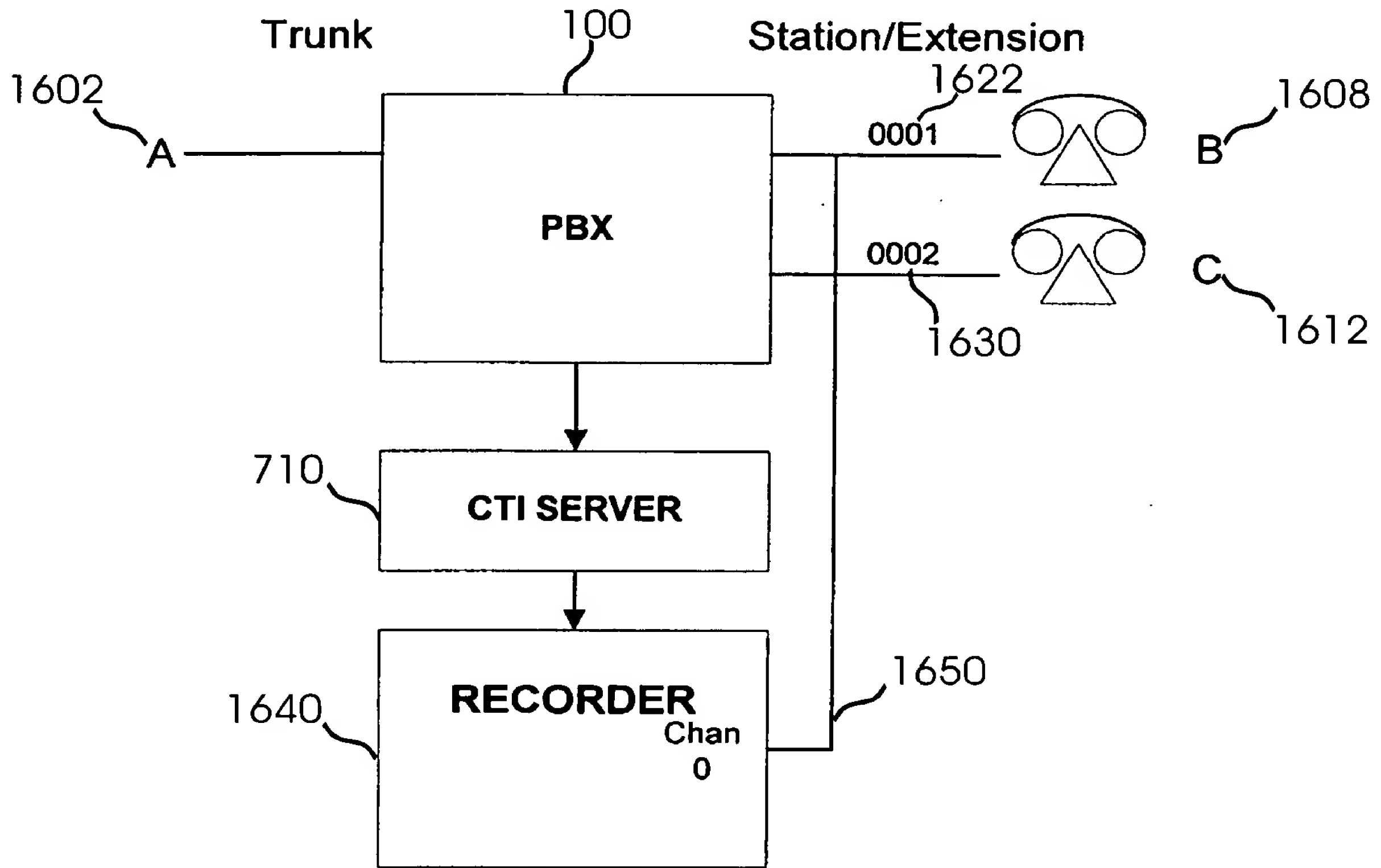


FIG. 16A

APPROVED	O.G. FIG. 16B	
BY	CLASS	SUBCLASS
DRAFTSMAN	37A	8B.22

AgentId	Extension	Location	Start Time	End Time	Connect Reason	Disconnect Reason
A		External	t ₁	t ₇	Norm Start	Norm Drop
B	0001	Internal	t ₁	t ₄	Norm Start	Xfr Away
HOLD		Internal	t ₄	t ₆	Xfr Rec	Xfr Away
	0002	Internal	t ₆	t ₇	Xfr Rec	Other Party Hangup

FIG. 16B

APPROVED	O.G. FIG.	
BY	CLASS	SUBCLASS
DRAFTSMAN		

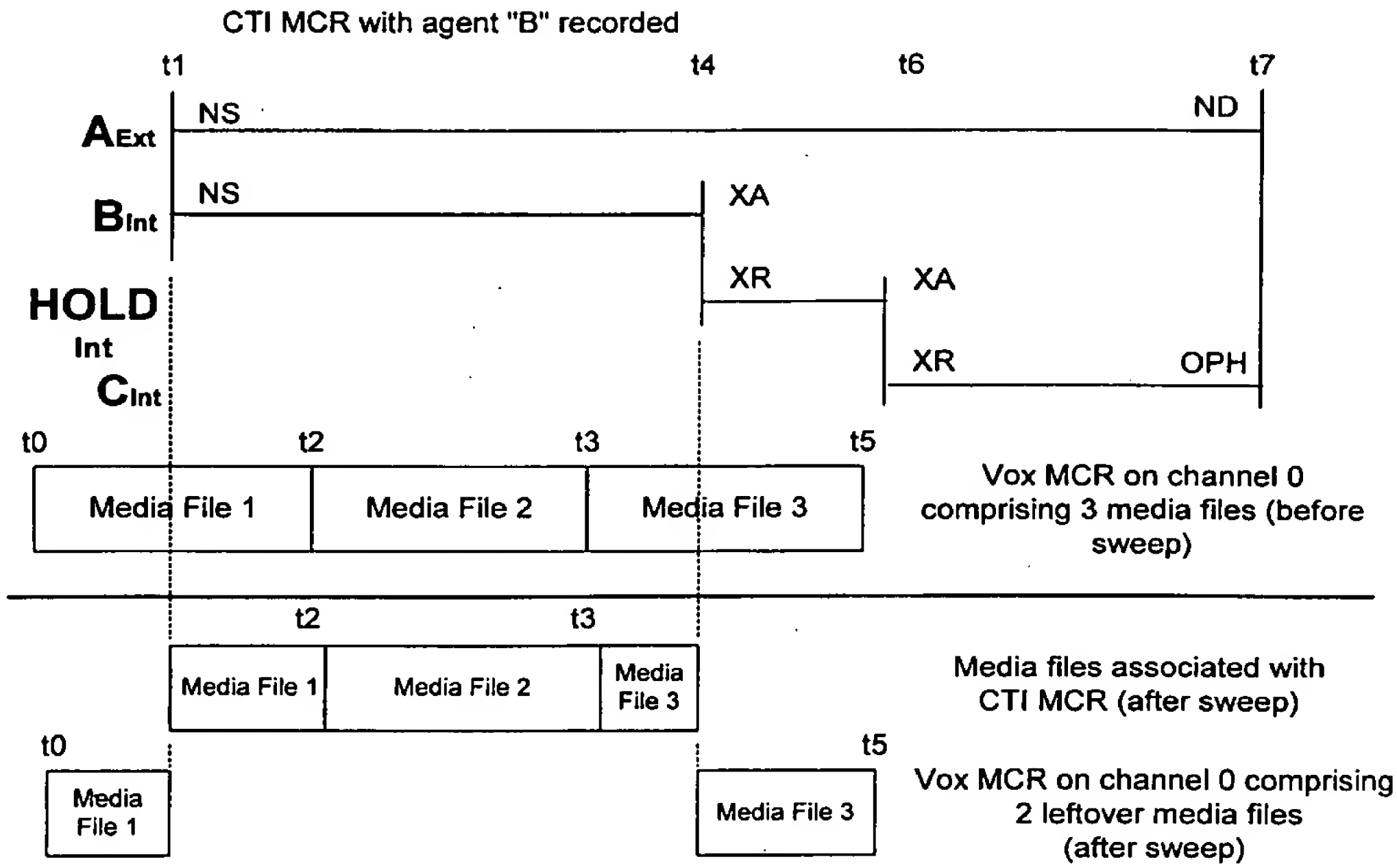


FIG. 17

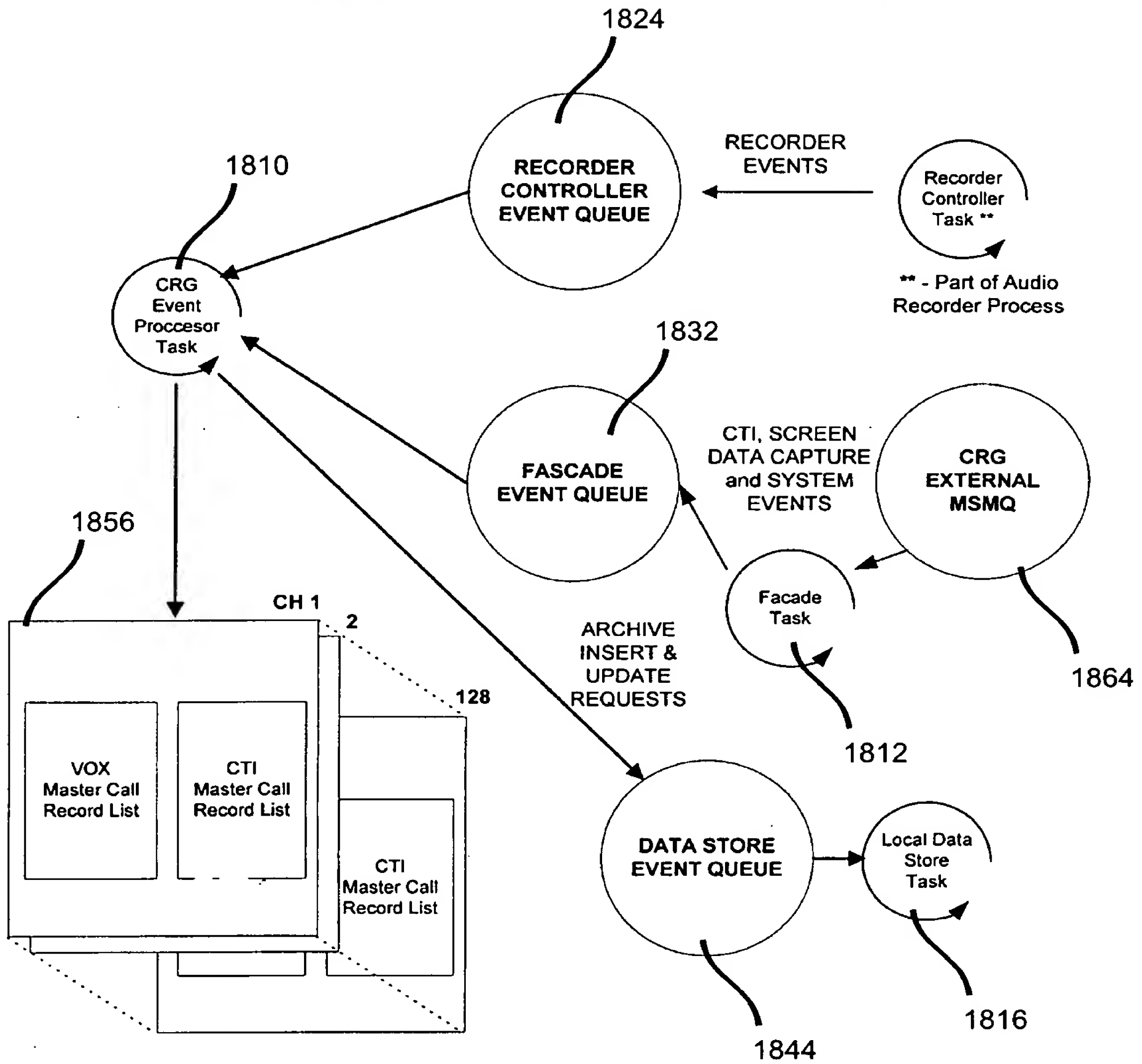


FIG. 18

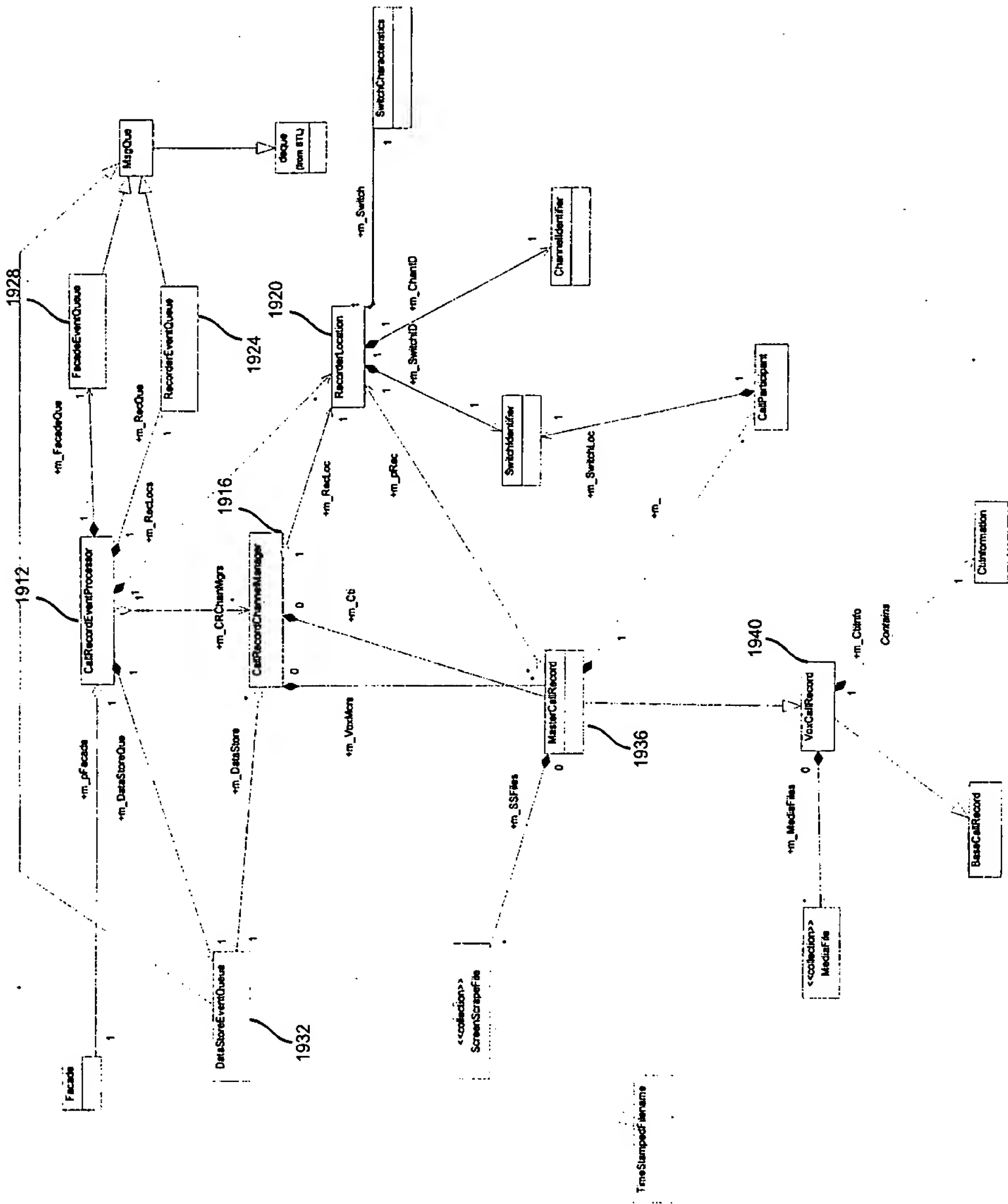


FIG. 19

Stream Control Manager: Initialization Sequence

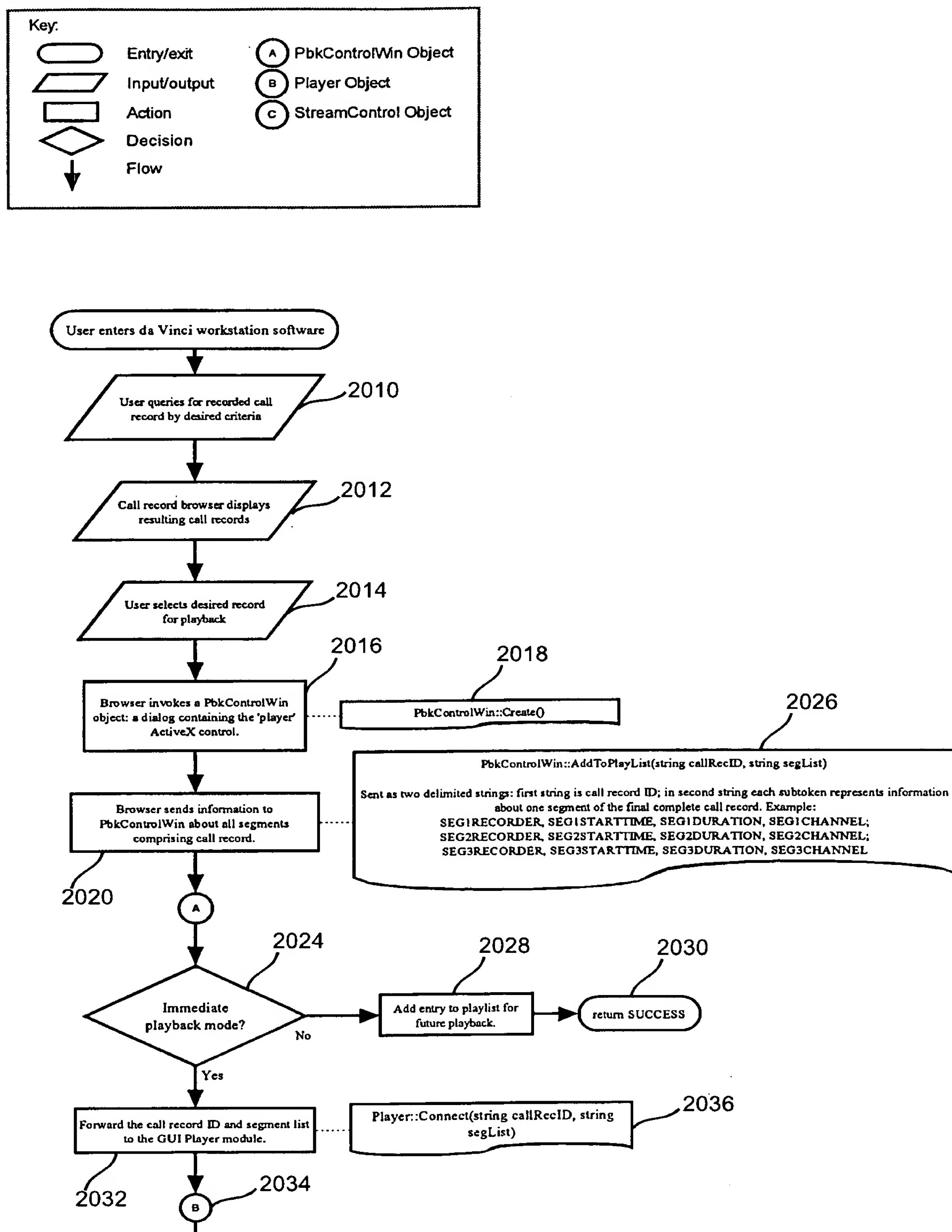


FIG. 20

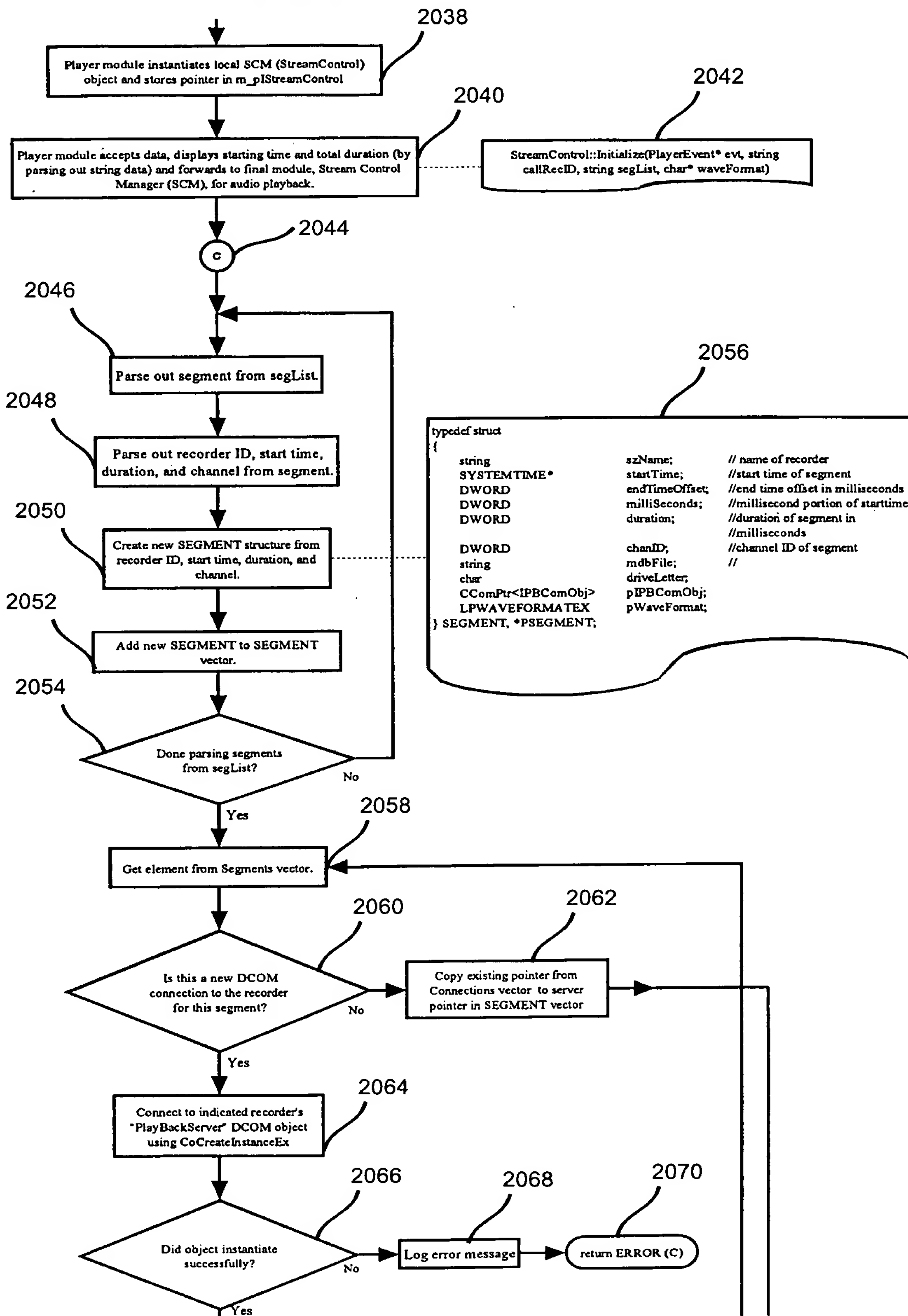


FIG. 20A

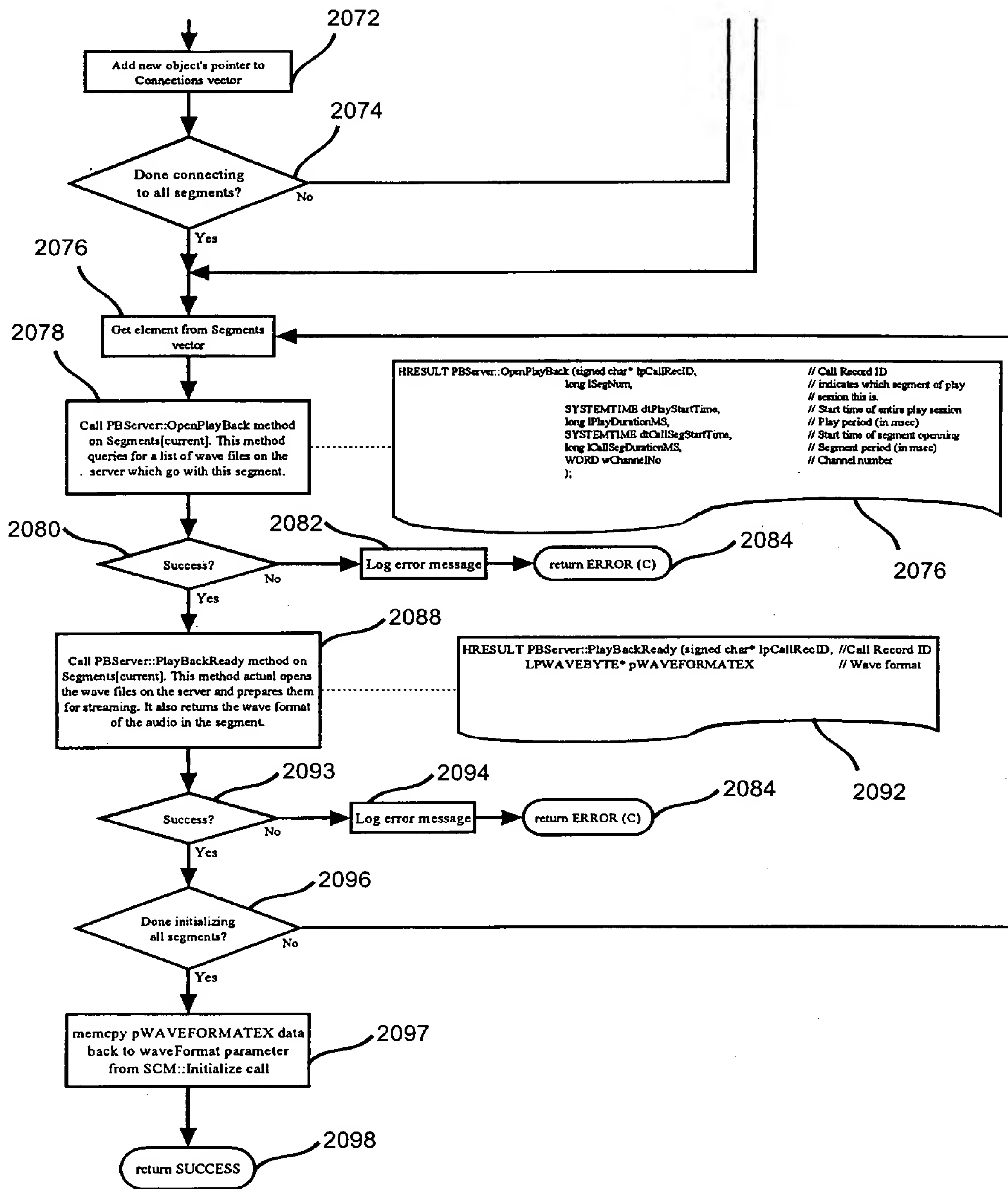


FIG. 20B

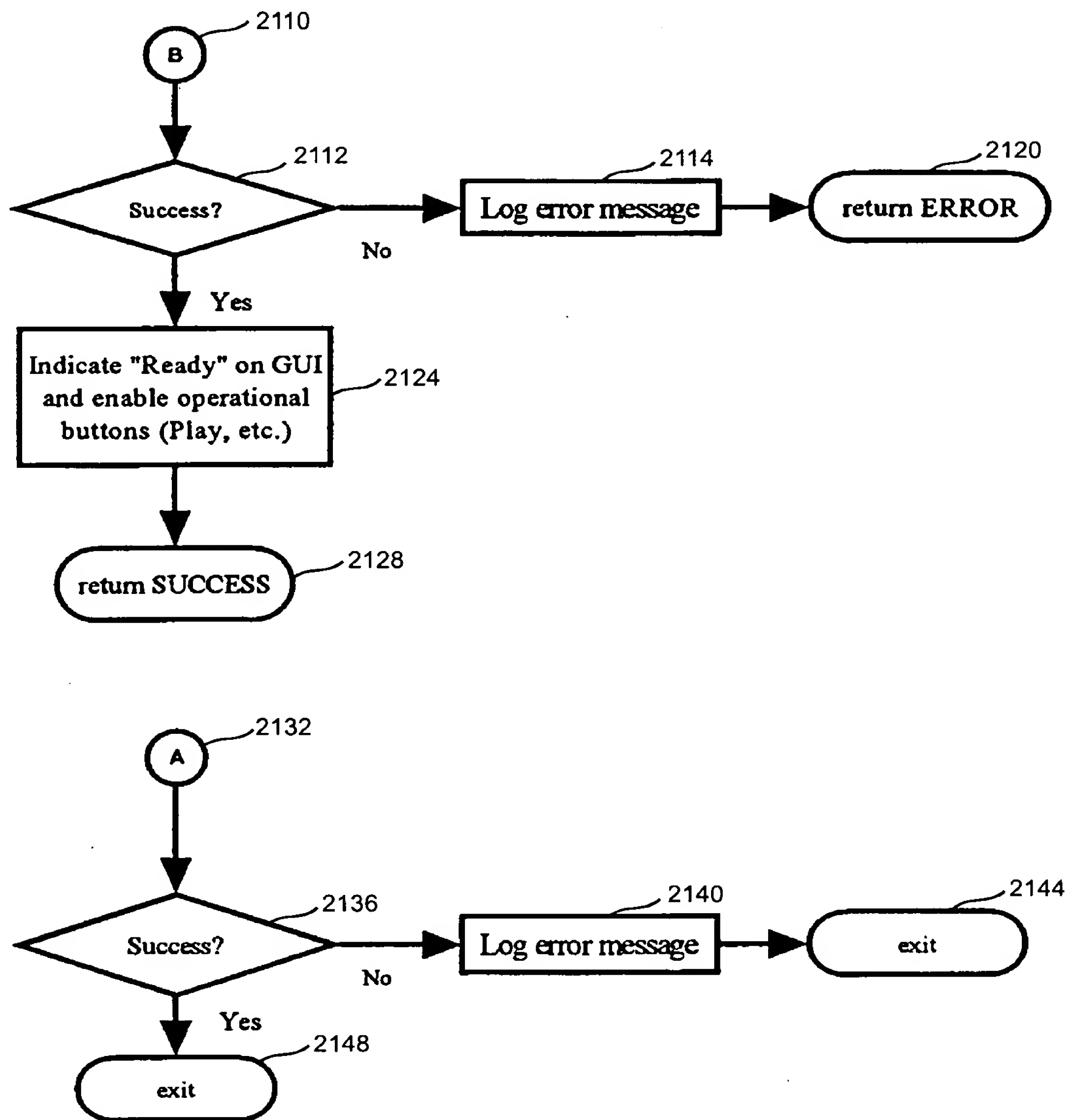


FIG. 21

Stream Control Manager: Playback Sequence

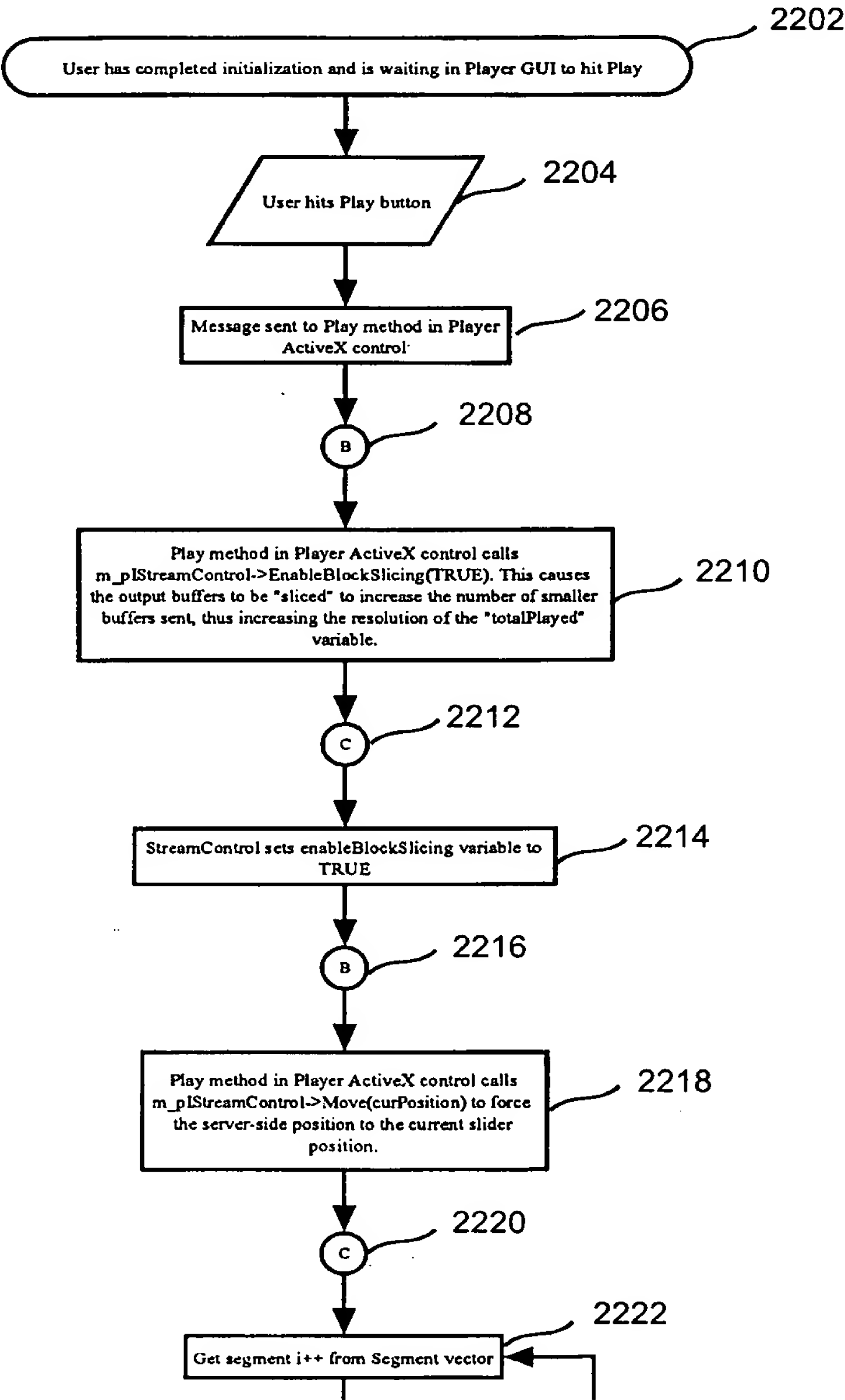
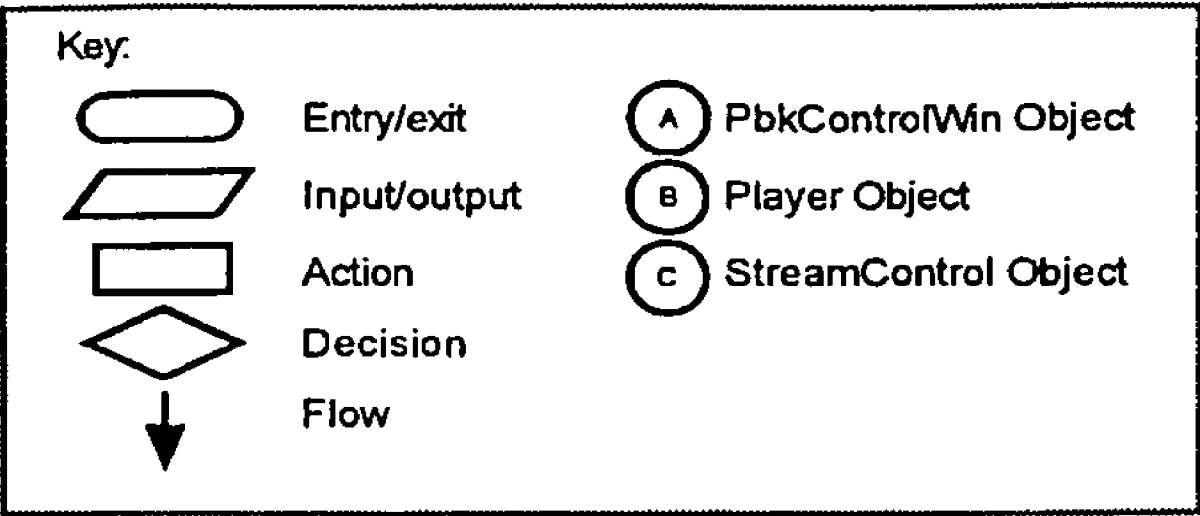


FIG. 22

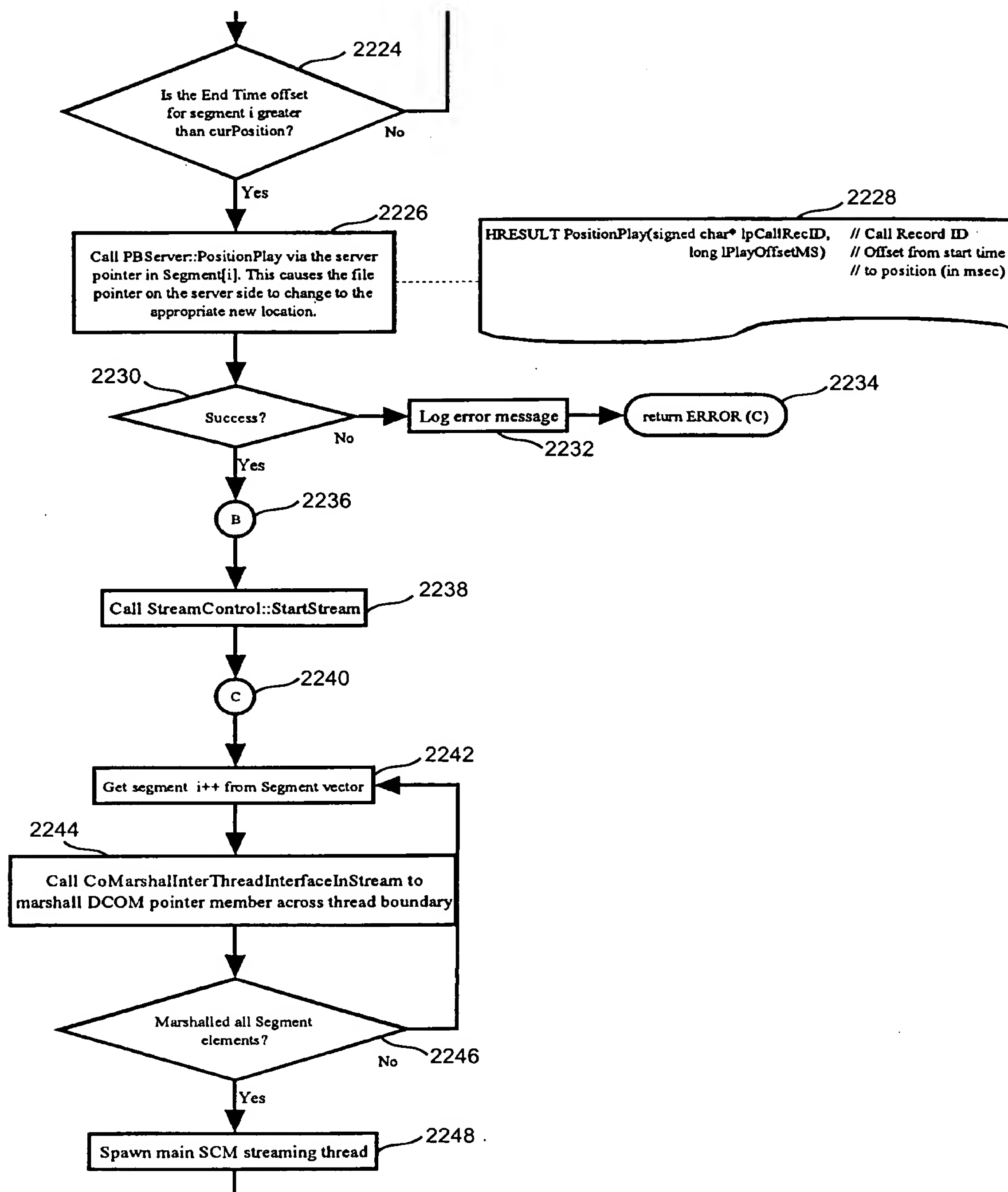


FIG. 22A

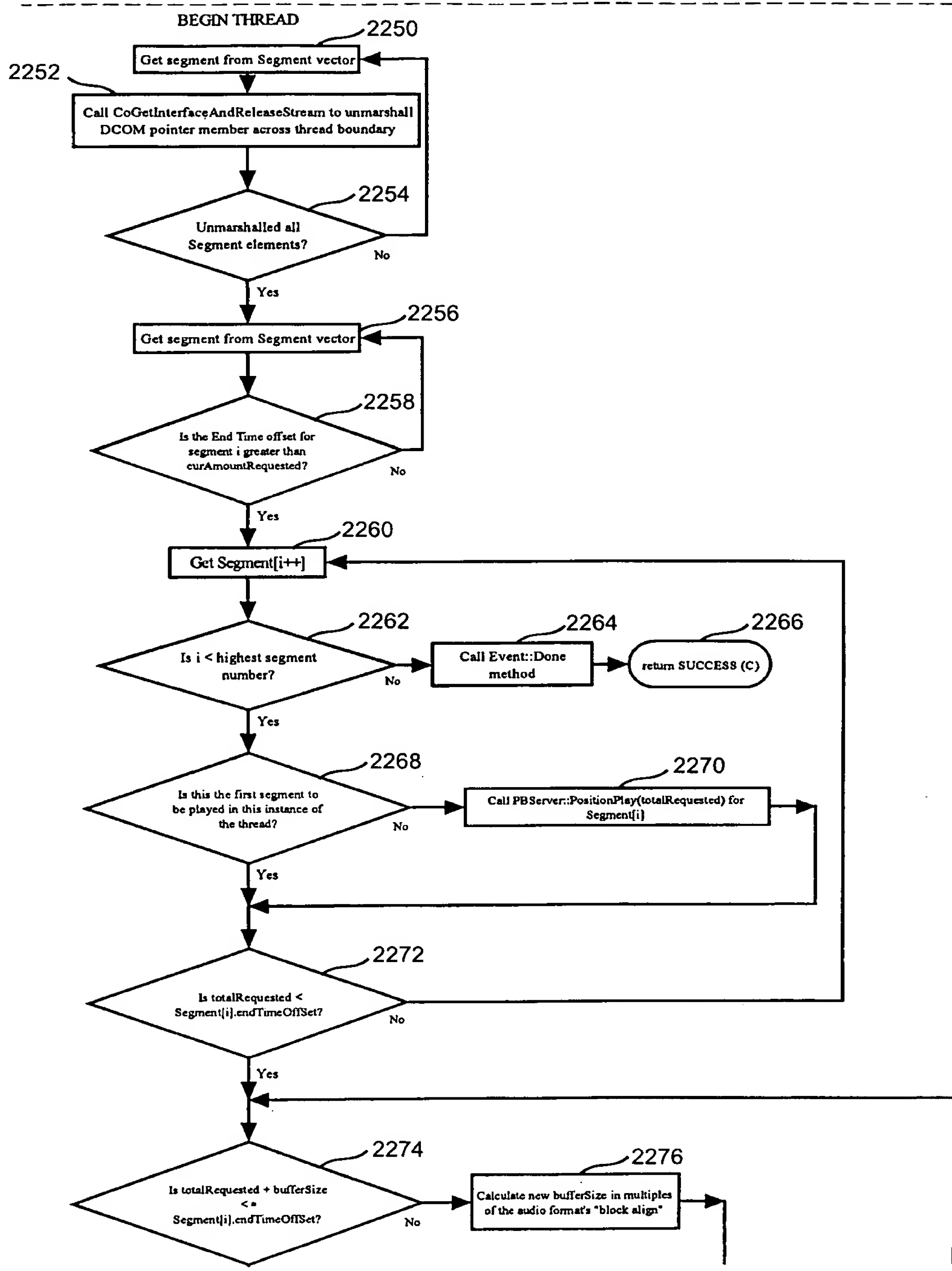


FIG. 22B

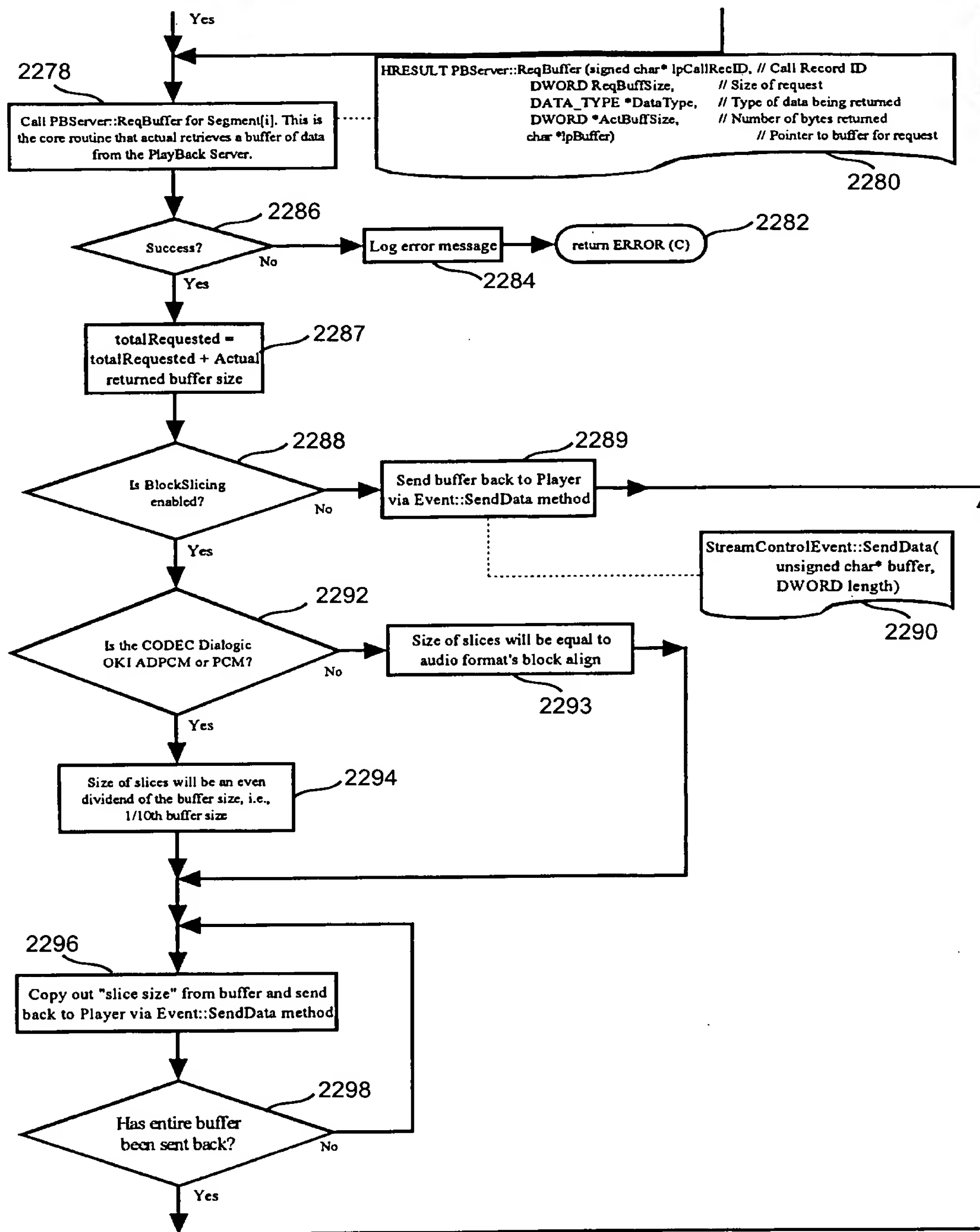


FIG. 22C